



COVID-19 Emergency Operations Center

Site Management Roles and Responsibilities

Purpose:

Each Medical Sheltering Site will be assigned a management team to ensure efficient operations and a hospitable environment to individuals requiring quarantine or isolation. Sites will operate 24/7 for an indefinite period and site management staff must always be onsite. Ongoing logistical needs at each site will be coordinated by site management in conjunction with the Emergency Operations Center (EOC) and other supporting personnel.

Site Supervisor:

The Site Supervisor will:

- Serve as the main point of contact for the EOC team and participate in regular site update calls
- Ensure functional operations of all site operations, including vendor management, task assignments for Directors and Managers, etc.
- Gather site resource lists on a rolling basis and elevate to EOC or procure through established channels
- Elevate any site staffing needs or additional vendor services to EOC to meet site needs
- Maximize onsite resources, iterate solutions to emerging problems, and share best practices with EOC for potential application at other sites
- Fulfill duties of Site Director in absence of staffing

Site Director Responsibilities:

The Site Director will:

- Execute or delegate on-demand tasks to ensure proper operation of site, including 0700 and 1500 occupancy reports
- Coordinate with vendors for execution of needed services
- Work with EOC points of contacts for resource ordering and procurement
- Ensure effective tracking of unit inventory, occupancy, etc. in coordination with Supervisors, Managers, and other site staff
- Fulfill duties of Site Supervisor and/or Site Manager in absence of staffing
- Serve as a trainee to the Site Supervisor (elevated after training period)



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Site Manager Responsibilities:

The Site Manager will be responsible for:

- Ensuring all services at the site are operating on their required schedule.
- Maintaining an inventory of available/occupied units
- In the absence of the Site Supervisor and Director, coordinate with vendors for execution of needed services
- In the absence of the Site Supervisor and Director, work with EOC points of contacts for resource ordering and procurement
- Executing on-demand tasks as instructed by the Site Supervisor, Director and/or Medical Team, including cool zone site support tasks
- Support daily food ordering in conjunction with Supervisor/Director to ensure clients are properly served